

Privacy Policy

The Sustainable EHS Consulting privacy policy (the “Privacy Policy”) is all about letting you know as a Sustainable EHS Consulting customer that we take the protection and management of your personal information very seriously. As a UK based business our handling of your information is controlled by the UK Data Protection Act 2018 and the Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019. We therefore take great care to protect your personal information or anything which might identify you personally such as:

- Name
- Email address
- Organisation information (e.g. Name, Address, Telephone number)

How do we collect information about you?

Sustainable EHS Consulting offers services which can be purchased via the website and application and can be paid for online or offline. During the purchase process we will require personal and organisation information. Sustainable EHS Consulting offers a free resource, online training resources, as well as downloadable resources that can be accessed via the website which require the same personal and organisation information in order to be accessed.

The personal data we collect.

We collect personal data from you when:

- You express an interest in our products and services either over the phone, via email, social media, webforms, webinar attendance, contact us provision, when signing up to newsletters and other communications, when downloading certain content from our website, at events we attend or host or through the live chat on our website.
- If you contact our support team you may be asked for your name, company name and confirmation of security credentials.
- When you make a purchase either through the website or over the phone, we will require financial information for invoicing and collection purposes, this may include bank details, credit card information, invoice name, address and point of contact.
- If you attend an event where we are participating, you may have given additional consent to be contacted by us following the event.

- If you connect with us through a social media channel, we will know your social media handle and any other information including photos you make available through our interactions and your profile.
- If you use our websites or emails we will have details about your usage of our sites through cookies, beacons, and similar technologies. This information may include IP addresses and information about your visit. This is also the case when you use our SaaS products.
- If you complete surveys or enter competitions they may require contact information such as name, phone number, email address, company name and job title.
- If you complete a registration form on our website when downloading content we will ask for details such as name, email address, phone number, company name etc.
- When you interact with our live chat function we may need a name and email address for the functionality to work.
- If you are an applicant for a role at Sustainable EHS Consulting we will require information relating to your career history which could include name, address, phone number and email address along with your employment history.
- If you visit our office you will be asked to provide your name, signature, company name and car registration number. Personal data we collect from other sources We will also gain personal information from other sources, this includes third parties we purchase or obtain data from to help us identify and grow our business which could include a greater degree of personalisation. Additionally, we may combine these records with other publicly available information to ensure that our records are accurate and up to date. We also obtain information from services to help us comply with data protection laws.

Typically, the personal information we get from third parties includes name, phone number, email address, company name, job title, contact preferences.

Social Media

Our website uses social media icons such as Facebook and LinkedIn logos and other social sharing widgets. By using these features you will be connecting to and sharing information from your browsing session with these organisations. If you are logged into your social media account it is also possible that they will connect your activity on our site to your social media account. This is also the case if you access our social media pages on a social media platform. The respective social media company may add your interaction to any information they may already have about you or your interests. In all cases, in that transfer of data the social media provider is a data controller in their own right and responsible for what they do with your personal data.

How do we use your information?

Information we obtain from you is used to:

- Improve and extend our services
- Respond to your requests for specific services
- Analyse user/purchaser/visitor interactions
- Market additional Sustainable EHS Consulting services.

Processing activities that are covered

This notice applies to the processing of personal data collected by us when you:

- Visit our website
- Visit our social media pages
- Visit our offices
- Receive communications such as emails and phone calls
- Register for and/or attend events where we participate or host
- For sales and marketing
- For the understanding, development, growth, and administration of our business.

Purpose for processing and the legal bases for processing we rely on

We collect and process personal data for the following purposes and with the following legal bases engaged:

- Where our website is concerned, we are processing your personal data with your consent if it is required and for other elements of our website we are processing based on the legitimate interest to operate and administer the site. Where site security is concerned and the activities through our cookies that enable a secure site, this is administered as a legitimate interest.
- To download some content from our site you are required to complete a form, this is done with your consent. We may also get in touch with you either by email and/or phone as a result of the download.
- We may ask you for personal data when dealing with enquiries, this data would be processed as a legitimate interest in being able to effectively follow up on your enquiry. This is also the case where it relates to a service enquiry or complaint, unless of course it is linked to a contractual obligation, this could include service updates and client communications, in which case it is processed as part of the fulfilment of our contract.

- Setting up and managing your journey as a client is again done as part of the performance of the contract. This is also the case when it comes to good administration of matters relating to your contract with Sustainable EHS Consulting.
- Where you use the chatbot or other support functions in our SaaS products you are freely inputting your questions and so consenting to processing.
- Managing event registration and administration of the event is done as a legitimate interest in ensuring the efficient administration and follow up of the event. We also rely on legitimate interests to process client contact data for service surveys. If you choose to complete the survey with our partner this is done on the basis of consent.
- Managing your payments and payments relating to the service we provide. This also includes the entirety of the payment process in line with the terms and conditions of our service. We may also from time to time have to escalate this process to a third-party debt collection service. This disclosure of such data would be as a legitimate interest and further processed as part of the contractual terms.
- The identification of opportunities both with prospects and opportunities within our existing client base is done in furthering the legitimate interests of the business. This data may also be used to improve user experience and our understanding of both the client journey and appropriateness of products and services at different points of client lifecycle.
- Registering your information as a visitor to one of our offices will be done as a legitimate interest to protect our building, business, and colleagues. It may also be used to administer non-disclosure and confidentiality agreements.
- If you provided a testimonial of our service, you will be doing so at your own free will and it will be retained until you ask us to remove it.

Further data protection information regarding their activities can be gained from them.

- We may use personal data relating to usage of our SaaS products for reporting and analytical purposes, this is a legitimate interest in trying to improve our offering and further the growth of the business.
- There are legal obligations that we must comply with, these could be tax related or generally dealing with local or national government, authorities, agencies or courts and professional advisors. It may be in our legitimate interest to protect our rights and if necessary, to disclose information for the protection of these rights or complying with court orders.

Legal requests for information Sustainable EHS Consulting may be required under court order to provide personally identifiable information to government authorities.

Providing such government departments/agencies have a legal right to access our records and such enquiries are correctly made, we will supply such authorities with the information they require.

With whom do we share your information?

We would only share personally identifiable information with third parties not already covered by this notice if:

- you agree to us sharing this information.
- we are forced to bring legal actions against a subscriber who has breached our user agreement.

How long do we retain your information?

We retain your data for as long as necessary to fulfil the purpose for its collection and processing. In some instances, this may be a brief period. In other instances, and especially where there is a legal obligation to retain your information for a certain period of time, we will do so in order to comply with the legal requirement; this is typically 6 years. Once your data is no longer required it shall be deleted or if it is technically not possible to delete, we shall ensure sufficient controls are in place to put it beyond future use.

Request access to your personal information:

You can ask Sustainable EHS Consulting to give you a copy of the personal information that Sustainable EHS Consulting holds about you.

Request correction:

You can ask Sustainable EHS Consulting to change or complete any inaccurate or incomplete personal information held about you.

Request erasure:

You can ask Sustainable EHS Consulting to delete your personal information where it is no longer necessary for Sustainable EHS Consulting to use it, you have withdrawn consent, or where Sustainable EHS Consulting has no lawful basis for keeping it.

Right to object:

You can object to Sustainable EHS Consulting processing your personal information where Sustainable EHS Consulting is relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where Sustainable EHS Consulting is processing your personal information for direct marketing purposes.

Request restriction:

You can ask Sustainable EHS Consulting to restrict our use of your personal information in the following circumstances:

- if you want us to establish the data's accuracy.
- where Sustainable EHS Consulting use of the data is unlawful but you do not want Sustainable EHS Consulting to erase it;
- where you need Sustainable EHS Consulting to hold the data even if Sustainable EHS Consulting no longer require it as you need it to establish, exercise or defend legal claims; or
- if you have objected to our use of your data but Sustainable EHS Consulting needs to verify whether Sustainable EHS Consulting has overriding legitimate grounds to use it.

Request transfer:

You can ask us to provide you or a third party with some of the personal information that Sustainable EHS Consulting holds about you in a structured, commonly used, electronic form, so it can be easily transferred.

Withdraw consent:

If you have given Sustainable EHS Consulting your consent to use personal information (for example, for marketing), you can withdraw your consent at any time. You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, Sustainable EHS Consulting may charge a reasonable fee if your request is clearly unfounded, repetitive, or excessive.

Sustainable EHS Consulting tries to respond to all legitimate requests within one month. Occasionally it may take Sustainable EHS Consulting longer than a month if your request is particularly complex or you have made a number of requests. In this case, Sustainable EHS Consulting will notify you and keep you updated.

Contact information

If you have any queries concerning this policy please email barbara.derecka@sustainable-ehs.com or call us on +44 07757901478. We endeavour to respond to all requests within one working day. Sustainable EHS Consulting tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading, or inappropriate.

We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It may not provide exhaustive detail of all aspects of Sustainable EHS Consulting collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

Any requests for this should be sent to barbara.derecka@sustainable-ehs.com. If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office in their capacity as the statutory body which oversees data protection law - www.ico.org.uk/concerns.

Policy changes

Sustainable EHS Consulting reserves the right to change its privacy policies at any time. Up to date policies are always available on our website.

Legal Agreement

This Privacy Policy forms part of a legal agreement between you and Sustainable EHS Consulting.